AMENDMENTS TO THE CLAIMS

The listing of claims will replace all prior versions, and listings, of claims in the application.

1. (Currently Amended) An apparatus for integrating a plurality of maintenance and testing systems that communicate with a plurality of disparate telecommunication systems, comprising:

a platform that supports a control interface and a different user interface formatted uniquely for each of the plurality of disparate telecommunication systems, said platform enabling formatting and transfer of appropriate data unique to each of said plurality of disparate telecommunication systems from the control interface by identifying each of the plurality of disparate telecommunication systems and the different user interface corresponding to each of the plurality of disparate telecommunication systems, and enabling monitoring of a user of the control interface, ~~and~~ wherein said control interface ~~allows the user to login and perform~~ enables testing, trouble-shooting ~~or~~ and billing ~~updates~~ of the plurality of disparate telecommunication systems;

a network analysis component coupled to the control interface, the network analysis component performing testing of the plurality of disparate telecommunication systems wherein appropriate data is uniquely formatted and transferred between the network analysis component and the different user interface corresponding to each of the plurality of disparate telecommunication systems; and

an application component provided by the control interface enabling the monitored user of the control interface to search for a circuit, edit information associated with the circuit, test the circuit and manage maintenance tickets associated with the circuit.

2. (Previously Presented) The apparatus of claim 1, said control interface enabling the user to selectively access each of the different user interfaces.

3. (Original) The apparatus of claim 1, said disparate systems comprising a testing system that performs at least one of remote testing of analog services and testing of ISDN switches.

4. (Previously Presented) The apparatus of claim 2, said platform further comprising a user login system that logs the user onto said control interface.

5. (Currently Amended) The apparatus of claim 1, said platform enabling the user to select at least one of a printer setup routine, an employee activity input routine, a timesheet routine, a control interface parameter selection routine, an alarm routine, a default email setting routine, an exit routine, an activity information backup routine, a work and force administration/control routine that enables the user to further select one of a plurality of activities, a security routine, a windows cascade routine, a help routine, a windows select routine that enables the user to further select one of a plurality of available windows, a save placement routine that enables the user to save a configuration of the platform, a platform information routine, a ticket maintenance routine, a specify ticket routine that enables the user to select a ticket, a specify circuit routine that enables the user to specify the circuit, a trouble report processing routine, a work and force administration and control routine that enables the user to select an information screen associated with a ticket, and a close application routine.

6. (Previously Presented) The apparatus of claim 1, said platform enabling the user to select one of the different user interfaces and at least one of review and update information associated with a customer authorization request.

7. (Previously Presented) The apparatus of claim 1, said different user interfaces each enabling the user to at least one of retrieve and update information associated with one of the plurality of disparate systems.

8. (Currently Amended) An apparatus for integrating a plurality of maintenance and testing systems that communicate with a plurality of disparate telecommunications systems, comprising:

a platform that supports a control interface and a different user interface formatted uniquely for each of the plurality of disparate telecommunications systems, said platform permitting parallel asynchronous testing of at least two of said disparate

telecommunications systems that are connected to the platform, enabling formatting and transfer of appropriate data unique to each of said plurality of disparate telecommunication systems from the control interface by identifying each of the plurality of disparate telecommunication systems and the different user interface corresponding to each of the plurality of disparate telecommunication systems, and enabling monitoring of a user of the control interface, ~~and~~ wherein said control interface ~~allows the user to login and perform~~ enables testing, trouble-shooting ~~or~~ and billing ~~updates~~ of the plurality of disparate telecommunication systems;

a network analysis component coupled to the control interface, the network analysis component performing testing of the plurality of disparate telecommunication systems wherein appropriate data is uniquely formatted and transferred between the network analysis component and the different user interface corresponding to each of the plurality of disparate telecommunication systems; and

an application component provided by the control interface enabling the monitored user of the control interface to search for a circuit, edit information associated with the circuit, test the circuit and manage maintenance tickets associated with the circuit.

9. (Original) The apparatus of claim 8, said platform performing at least one of remote testing of analog services and testing of ISDN switches in accordance with vendor-specific criteria.

10. (Original) The apparatus of claim 8, each of said different user interfaces comprising a graphical user interface (GUI) that facilitates at least one of retrieving data and entering data.

11. (Original) The apparatus of claim 8, said platform sending and receiving data between said platform and said disparate telecommunications systems.

12. (Previously Presented) The apparatus of claim 8, said control interface enabling the user to access each of the different user interfaces.

13. (Previously Presented) The apparatus of claim 8, said different user interfaces each enabling the user to at least one of retrieve and update information associated with one of the plurality of disparate telecommunications systems.

14. (Currently Amended) A computer readable medium for storing a program that integrates a plurality of maintenance and testing systems that communicate with a plurality of disparate telecommunications systems, comprising:

a plurality of different user interfaces each communicating with and formatted uniquely for one of the plurality of disparate telecommunications systems, said plurality of different user interfaces interoperating with the plurality of disparate telecommunications systems from the control interface and enabling monitoring of a user of the control interface; and

a control interface, said control interface enabling formatting and transfer of appropriate data unique to each of said plurality of disparate systems from the control interface by identifying each of the plurality of disparate telecommunication systems and the plurality of different user interfaces corresponding to each of the plurality of disparate telecommunication systems, said control interface enabling the user to access each of the different user interfaces, and wherein said control interface ~~allows said user to login and perform~~ enables testing, trouble-shooting ~~or~~ and billing ~~updates~~ of the plurality of disparate telecommunication systems;

a network analysis logic enabling testing of the plurality of disparate telecommunication systems wherein appropriate data is uniquely formatted and transferred to the different user interface corresponding to each of the plurality of disparate telecommunication systems; and

an application logic enabling the monitored user of the control interface to search for a circuit, edit information associated with the circuit, test the circuit and manage maintenance tickets associated with the circuit.

15. (Original) The computer readable medium of claim 14, said disparate systems including a testing system that performs at least one of remote testing of analog services and testing of ISDN switches.

16. (Previously Presented) The computer readable medium of claim 14, further comprising a user login that logs the user onto said control interface.

17. (Currently Amended) The computer readable medium of claim 14, said control interface enabling the user to select at least one of a printer setup routine, an employee activity input routine, a timesheet routine, a common user interface parameter selection routine, an alarm routine, a default email setting routine, an exit routine, an activity information backup routine, a work and force administration/control routine that enables the user to further select one of a plurality of activities, a security routine, a windows cascade routine, a help routine, a windows select routine that enables the user to further select one of a plurality of available windows, a save placement routine that enables the user to save a configuration of the platform, a platform information routine, a ticket maintenance routine, a specify ticket routine that enables the user to select a ticket, a specify circuit routine that enables the user to specify the circuit, a trouble report processing routine, a work and force administration and control routine that enables the user to select an information screen associated with a ticket, and a close application routine.

18. (Previously Presented) The computer readable medium of claim 14, said control interface enabling the user to select one of the different user interfaces and at least one of review and update information associated with a customer authorization request.

19. (Previously Presented) The computer readable medium of claim 14, said different user interfaces each enabling the user to at least one of retrieve and update information associated with one of the plurality of disparate systems.